

Eastern Health

POSITION DESCRIPTION

Position Title:	Notification Navigator Clinical Nurse/Midwife Consultant (CNC/CMC) C
Award Classification:	CNC C Year 1 ZA7 CAPR 4.1/ CMC C Year 1 RN 41 CAPR 4.1 OR CNC C Year 2 ZA8 CAPR 4.2 / CMC C Year 2 RN 42 CAPR 4.2
Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Position Reports to:	Operational: Manager at Specialist Clinical Services, Turning Point Professional: <i>Director of Nursing Mental Health and Wellbeing & Statewide Services.</i>

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is a leading metropolitan public health service in Melbourne where nurses and midwives are supported to grow and develop within the profession. At Eastern Health, we provide opportunities for nurses and midwives, as valued health care professionals, to achieve the highest level of nursing and midwifery excellence. Eastern Health spans several campuses and provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, addiction services, residential care, and community health to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.

Our teams are invested in creating a friendly and supportive environment that is safe and welcoming, where together we can deliver the best health care experiences and outcomes. Eastern Health provides a safe environment for children and young people who are in our care, abiding by all legislative requirements.





Eastern Health's Promise

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- ✓ Respect for all
- ✓ Safe always
- ✓ Partnering in care
- ✓ Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

POSITION PURPOSE

The Nurse and Midwifery Support Service (NMS) is a national telephone and online service that provides a 24/7 anonymous telephone health and wellbeing information, support and referral service for nurses and midwives, incorporating actual time and call back responses. The service also incorporates support and referral intake functionality via email. The NMS actively provides industry specific support to ensure excellent service delivery and collaborates with the multidisciplinary team to consider clinical quality and risk, service performance and care standards within the area of expertise.

The Clinical Nurse Consultant - Notification Navigator provides specialised support to nurses and midwives who are subject to historic or current notifications by the Australian Health Practitioner Regulation Agency (Ahpra) and the Nursing and Midwifery Board of Australia (NMBA). This role operates within the Nurse and Midwife Support (NMS) service framework, delivering targeted, non-anonymous support through structured case management.

MAJOR DUTIES AND/OR RESPONSIBILITIES

Key Responsibilities:

Clinical Case Management

- Conduct comprehensive intake and assessment processes for nurses and midwives referred to the Notification Navigator service
- Develop individualized support plans based on client needs and notification circumstances
- Provide scheduled support sessions as clinically indicated and client-appropriate
- Monitor client progress and adjust support interventions accordingly
- Facilitate appropriate transition and discharge planning when clients are ready to exit the service

Professional Support and Guidance

- Deliver expert clinical consultation regarding notification processes and implications
- Provide evidence-based guidance on professional practice standards and regulatory requirements
- Support clients in understanding their rights and responsibilities during notification processes
- Assist with professional development planning and return-to-practice strategies where appropriate

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Service Coordination

- Collaborate with general NMS service providers to ensure seamless care coordination for clients accessing both services
- Maintain clear communication pathways between anonymous and identified support services
- Work closely with regulatory bodies, legal representatives, and other stakeholders as appropriate
- Participate in multidisciplinary case conferences and care planning meetings

Documentation and Reporting

- Maintain comprehensive, confidential client records in accordance with professional and organizational standards
- Prepare detailed assessment reports and progress summaries
- Contribute to service evaluation and quality improvement initiatives
- Ensure compliance with privacy legislation and professional confidentiality requirements

Working Conditions

Monday to Friday service delivery model

Office-based role with potential for remote consultation delivery

Regular exposure to sensitive and potentially distressing client situations

Requirement for flexible scheduling to accommodate client needs

Professional supervision and support available

Reporting Relationships

Reports to: Manager

Collaborates with: General NMS clinicians, administrative support staff, external stakeholders

Professional supervision: Regular clinical supervision with appropriately qualified supervisor

Key Performance Indicators

Timely completion of intake and assessment processes

Client satisfaction and engagement levels

Successful transition and discharge outcomes

Compliance with documentation and reporting requirements

Contribution to service development and quality improvement initiatives

This position offers the opportunity to make a significant impact on the professional wellbeing of nurses and midwives during challenging periods in their careers, while contributing to the broader goal of maintaining public safety and professional standards in healthcare.

1.1 Respect for All

- Treats all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner with a focus on continually improving the patient experience.
- Acts as a role model and mentor for staff in promoting professional values and ethics in clinical practice. Influences others to adopt high standards of ethical and legal conduct, which is modelled in own actions and decisions.
- Demonstrates sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.
- Provides efficient and customer focused care delivery commensurate with senior status and role.
- Delivers clinical practice in accordance with the philosophy, intent and standards prescribed by:
 - The Nursing and Midwifery Board of Australia (NMBA)
 - Eastern Health policy, standards and guidelines



- Australian Nursing and Midwifery Council (ANMAC) Code of Ethics for Nurses in Australia, Code of Professional Conduct for Nurses in Australia including appropriate levels of supervision and delegation.
- Demonstrates an understanding of the Registered Nurse /Midwife role and responsibility when delegating and supervising other nurses /midwives, including enrolled nurses and students.
- Promotes a culture of optimism, innovation, encouragement, learning and creativity.

1.2 Safe Always

- Supports and promotes personal and Department compliance with relevant Acts (including the Safe Patient Care Act), Agreements and Eastern Health Directions, Standards, Policies, Practice Guidelines, and EH Staff Code of Conduct.
- Leads implementation of nursing/ midwifery specific best practice standards in area of clinical practice.
- Addresses practices that are not consistent with agreed standards, practice guidelines and evidenced based practice. Seeks to facilitate, empower and support staff to work to an acceptable practice within the Department, mitigating performance gaps as required.
- Leads and promotes the engagement of nurses in the Eastern Health Nursing and Midwifery Practice Guidelines.
- Supports capability growth of self and department staff in areas such as the incident, policy and risk management systems and their clinical application.
- Implements harm minimisation and risk assessment strategies for at-risk individuals.
- Supports and promotes staff understanding of the Departments performance against the National Safety and Quality Health Service Standards or the Aged Care Quality and Safety Accreditation Standards.

1.3 Partnering in Care

- Delivers effective and timely communication with patients, team members, program leads, other Eastern Health departments and the community to guide and achieve optimal patient/ performance outcomes.
- Works collaboratively with the manager and team, to develop and implement systems, processes and projects required to ensure efficient, effective and responsive patient/client/resident (hereafter referred to as the patient) centred care within the allocated Department in line with the organisation's strategic direction.
- Works collaboratively with the manager and team to support timely and effective patient flow through the Department and liaises with all relevant departments to ensure patient access, flow and discharge planning initiatives are implemented at the unit level and in compliance with relevant legal and professional standards.
- As required and/or delegated, oversees and/or supports new initiatives to ensure the patient's engagement with Eastern Health is appropriate to best practice in clinical care, including length of stay, internal and external referral process and discharge planning.
- Supports and facilitates linkages with external partners in care across the patient journey to minimise risk, duplication of service and service delivery delays.
- Supports and promotes systems and processes in place for patients and families to have the opportunity to be involved in their care.

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- Works with the manager and team to ensure that consumer feedback is received in an environment of willingness to improve, and works with the team to meet stakeholder expectations of service standards and respond to any identified deficits.

1.4 Learning and Improving Everyday

- Possesses current, advanced, specialist clinical nursing / midwifery knowledge and skills, and applies these skills to lead the nursing /midwifery role within the specialist clinical team.
- Demonstrates clinical nursing / midwifery expertise in the provision of clinical care within a consulting role to both internal and external customers.
- Initiates and promotes innovative clinical nursing/midwifery practice within the team setting.
- Demonstrates an ongoing commitment to sustaining and strengthening performance and accountability within the program or site.
- Evaluates service delivery against comprehensive knowledge of anticipated outcomes.
- Is responsible for the timely completion of necessary statistical data, including entry, to support financial recuperation, as appropriate and/or delegated.
- Organises programs and/or special projects, as required and/or delegated.
- Supports the senior nursing/midwifery/health team and wider multidisciplinary team with timely and effective communication with healthcare personnel to guide and achieve optimal patient/ performance outcomes.
- Participates in quality or practice improvement initiatives at local level &/or contributes to or leads quality or practice improvement initiatives at program or organisational level.
- Leads development, delivery and evaluation of educational materials for the consumer, nursing/midwifery colleagues and novices and the wider multi-disciplinary team.
- Provides formal and informal education at unit or program level. Plans and conducts teaching sessions, encouraging participation and reflection on practice and experience.
- As appropriate, contributes feedback to higher education partners regarding student performance & course content, in collaboration with Learning & Teaching partners.
- Evaluates clinical practice against research evidence & identifies areas for practice improvement, highlighting gaps in research evidence.
- Promotes and supports a culture of continuous service improvement, contributes to quality improvement, education, and research projects, within the area of practice
- Undertakes research and critical analysis in the area of clinical nursing/midwifery expertise and provides evidence to nursing/midwifery and other health teams to ensure service and nursing/midwifery practice benchmarks are achieved.
- Demonstrates an ability to initiate, implement and evaluate research, encourage nursing / midwifery staff to participate in research and significant quality projects/activities.
- In conjunction with the research team, mentors & supervises clinical champions in research or practice improvement activities.
- Disseminates research findings through publication &/or conference presentations in conjunction with research teams. Makes recommendations within the team setting for actioning research results as appropriate, including contribution to development of a research proposal, grant applications, completion of an ethics application, data analysis & report writing.
- Maintains strong links with Eastern Health key stakeholders, particularly the Learning and Teaching Directorate and Research and Ethics from within the EH Institute.
- Acts as a nursing/midwifery resource person to others in relation to clinical practice, including communication with relevant community and or professional bodies in relation to area of clinical expertise.
- Act as an ambassador for EH when communicating at local and national professional forums.

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- Demonstrates strong mentoring skills within the nursing / midwifery and multidisciplinary team and supports succession planning.
- Contributes to the development and review of Standards and Practice Guidelines in line with the area of clinical expertise.
- Actively participates in development of a performance development plan that is reviewed annually with their clinical and professional supervisor/manager and is measured against and complies with the specific competencies, NSQHS Standards, NMBA professional standards and codes of conduct, EH Nursing Midwifery Domains of Practice and EH values.
- Models a commitment to continuing professional development and life-long learning.

2. OCCUPATIONAL HEALTH AND SAFETY

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of



adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

5. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

6. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

7. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

8. EASTERN HEALTH'S PROMISE

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9. ATTACHMENTS

- Attachment 1 - Key Selection Criteria
- Attachment 2 - EH Nursing & Midwifery Domains of Practice Professional Framework



10. NOTE

Prior to accepting any offer of employment, prospective employees will be required to undertake a National Criminal Check/ working with children or NDIS Screening check as applies to their specific role.

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. Staff employed by Eastern Health may, by negotiation, be required to work at any campus or facility of Eastern Health.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au



ATTACHMENT 1

KEY SELECTION CRITERIA

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Award / Agreement Name:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024 – 2028
Position Reports to:	Operational: Manager at Specialist Clinical Services, Turning Point Professional: <i>Director of Nursing Mental Health and Wellbeing & Statewide Services.</i>

Qualifications and Registration

Essential:

- Bachelor of Nursing, Midwifery or other recognised equivalent formal qualification leading to condition free registration in Australia
- Registration with the Nursing and Midwifery Board of Australia (NMBA) via AHPRA
- Post Registration or Post Graduate qualification or further study in counselling or mental health or related specialty area or working towards

Desirable:

- Previous experience in regulatory or professional standards roles
- Additional qualifications in counseling, psychology, or related disciplines
- Experience in case management or care coordination roles
- Knowledge of legal and ethical frameworks affecting nursing practiceExperience of working autonomously within a clinical environment
- Member of Australian College of Nursing or Midwifery

Experience:

- Demonstrated clinical skills aligned with experience and scope of practice
- A minimum of 5 years post registration experience in the area of specialism related to the CNC/CMC role.
- Demonstrated leadership and teaching skills in the clinical setting

Essential Skills and Attributes:

- Understanding and commitment to professional standards, codes and behaviors as legislated through the Health Act, Nursing Midwifery Board of Australia, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Standards and Accreditation Standards.
- Demonstrates advanced verbal and written communication skills in all professional domains of practice.

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- Demonstrates an advanced ability to liaise with internal and external peers, stakeholders, and clients.
- Commitment to ongoing professional development.
- Digital literacy and embracing health technologies and informatics.

Knowledge and Skills

- Comprehensive understanding of Ahpra/NMBA regulatory processes and notification procedures
- Advanced knowledge of mental health assessment and intervention strategies
- Strong understanding of professional boundaries, ethics, and duty of care principles
- Excellent verbal and written communication skills
- Demonstrated ability to work with distressed or vulnerable individuals

Personal Attributes

- High level of emotional resilience and professional maturity
- Strong interpersonal skills with ability to establish therapeutic relationships
- Excellent organizational and time management capabilities
- Commitment to maintaining professional confidentiality and ethical practice
- Cultural sensitivity and awareness of diversity issues

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ATTACHMENT 2 – NURSING & MIDWIFERY DOMAINS OF PRACTICE

The Nursing Midwifery Domains of Practice resource has been developed by the Eastern Health Nursing Midwifery Executive using the domains of nursing as identified by Ackerman et al. (1996)(1) and the National Common Health Capability Resource (2013). Its aim is to support the individual clinician by promoting common behaviours and skills which comprise and represent the complex role of nursing and midwifery.

There are five domains of practice which are considered integral components of the role of all Eastern Health nurses and midwives: comprehensive patient care, support of systems, education, research and professional leadership. (See summary at Table 2)

Recognising that the level of skills acquisition will be dependent on nurses and midwives' specific roles and experience, the domains have been referenced to the 'novice to expert' skills acquisition model first developed by Dreyfus (2) and adapted for nursing by Benner. (3) Behaviours are specified at five different levels, and reflect an increasing degree of autonomy, complexity, awareness and activity being performed.

Table 1: Summary of Behaviour Levels

Novice	Advanced Beginner	Competent	Proficient	Expert
Works within a known and stable context , consulting when abnormalities arise before taking action	Works within a known and stable context , consulting when abnormalities arise	Acts independently in routine situations within scope, and responds to known dilemmas	Acts independently in complex situations within scope, and responds to unknown dilemmas	Provide vision and direction and shape and implement strategies and initiatives that enable others to perform as required

Levels do not equate to roles or hierarchy within the workforce. Instead, the levels reflect what level of behavioural skill is required to achieve the desired care goals or outcomes in a given situation. Levels should be treated as cumulative, meaning that behavioural indicators at subsequent levels in the scale should be read in conjunction with the behaviours specified at any lower level. Some levels may serve as an aspirational standard in some instances, rather than accurately reflecting behaviours of current practice. Where a gap exists between current and future practice behavioural skill requirements, there should be aspiration to meet the standard specified to enhance or effectively meet individual and community health needs.

Table 2: Domains of Practice

Domains of Practice				
Direct comprehensive care	Support of systems	Education	Research	Professional leadership
<ul style="list-style-type: none"> • Patient history • Patient assessment • Perform and deliver care • Monitor & Evaluate Care 	<ul style="list-style-type: none"> • Planning for the Future • Safety and Quality • Recruitment & Retention 	<ul style="list-style-type: none"> • Education of patients & families, relationship building • Own professional education • Professional education of others 	<ul style="list-style-type: none"> • Knowledge of research evidence relevant to area of practice • Involvement and dissemination of research 	<ul style="list-style-type: none"> • Professional conduct • Accountability